



**SUPERIOR COURT OF CALIFORNIA
COUNTY OF LOS ANGELES**

Department of Human Resources
111 N. Hill Street, Rm. 203
Los Angeles, CA 90012
<http://www.lasuperiorcourt.org>

**INVITES APPLICATIONS FOR THE POSITION OF:
Supervising Court Interpreter**

An Equal Opportunity Employer

SALARY

\$6,919.71 / Monthly
\$83,036.71 / Annually

OPENING DATE: 04/16/14

CLOSING DATE: 04/30/14

THE POSITION



Supervising Court Interpreter

Only online applications will be accepted

INCOMPLETE APPLICATIONS WILL BE REJECTED

The Superior Court of California, County of Los Angeles is seeking well-qualified and highly motivated individuals to fill the position of Supervising Court Interpreter.

GENERAL PURPOSE

Under general supervision, supervises, schedules and evaluates the work of employee and contract interpreters at assigned court locations; plans, monitors and coordinates the assignment of interpreters to meet courtroom needs; participates in developing and conducting interpreter training; participates in developing and implementing policies and procedures for the management and delivery of court interpreter services. This position reports to Interpreter Services Division administration.

DISTINGUISHING CHARACTERISTICS

Supervising Court Interpreters are responsible for supervising, scheduling and evaluating the work of court interpreters to ensure that the Court provides quality language services to limited English proficient court users efficiently in court proceedings. Incumbents monitor courtroom language requirements and redeploy interpreters throughout the day, as necessary, to meet the needs of the Court. Incumbents are responsible for working with their assigned interpreters to build and maintain a service-oriented, team environment that meets the needs of the Court and the public it services. Incumbents are expected to administer policies, methods and processes to deliver high quality language services, efficiently and cost-effectively. Incumbents handle highly sensitive, complex issues and/or situations and are expected to maintain the confidentiality of these matters.

EXAMPLES OF ESSENTIAL DUTIES, RESPONSIBILITIES, AND SKILLS

The following examples are intended to describe the general nature and level of work performed by personnel assigned to this classification. Any one position in this class may not perform all the duties listed below, nor are the duties described intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified.

1. Supervises the work of employee interpreters and independent contract interpreters at one or more court locations and manages employee performance; plans, schedules and evaluates the work of interpreters to ensure compliance with statutory, policy and procedural requirements; establishes performance goals and individual development targets; regularly monitors performance and provides coaching for performance improvement and development; prepares performance evaluations and provides feedback to improve performance; recommends corrective and/or disciplinary action to address performance deficiencies or conduct issues, in accordance with court personnel policies and labor contract provisions.
2. Develops, recommends, implements and revises work schedules, processes and procedures to achieve unit goals and objectives consistent with established statutory, rule and policy requirements and court quality and service expectations; participates in developing and implementing goals, objectives, policies and standards applicable to the efficient and effective delivery of interpreter services to meet courtroom and trial needs; makes recommendations to court managers and administrators to improve interpreter services.
3. Formulates and implements effective daily assignment planning processes; works with court managers and administrators to identify daily needs for interpreter services in various languages including trial needs for team interpreters; plans and coordinates the scheduling and redeployment of regular interpreters to meet court needs in an optimal manner; monitors needs and utilization of interpreter resources throughout the day and redeploys interpreters, as necessary, to meet changing needs; submits requests as far in advance as possible for additional interpreter resources when needs cannot be met with assigned resources; responds to requests for temporary reassignment of interpreters to assist other court locations in meeting their courtroom needs.
4. Interprets policies, procedures and requirements to employees and contract interpreters through staff meetings, bulletins, instructions, procedures and other means; informs staff of policy and procedural changes; conducts staff meetings with regularly assigned interpreters.
5. Participates in developing and conducts staff training; provides subject matter expertise and answers employees' technical and procedural questions; assists interpreters in responding to complex technical and procedural issues and complaints.
6. Works collaboratively with interpreters to develop and maintain a team-oriented work environment; discusses the resolution of work issues and concerns; engages staff in developing recommendations to assist interpreters in effective performance of their duties and responsibilities and to improve the delivery of language services to meet court needs.
7. Approves employee time reports; recommends action on time-off requests; prepares a variety of payroll documents; maintains accurate and timely attendance records.

8. Acts as liaison between court administration and interpreters.
9. Provides leadership and works with supervisors to develop and retain highly competent, service-oriented staff through selection, training and day-to-day management practices that support the Court's and unit's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote a positive employee relations environment.
10. Audits work procedures to ensure efficiency and compliance with applicable legal authority; prepares policy and procedural memoranda and manuals; compiles and prepares section status reports and workload statistics.
11. Assesses staffing needs and schedules the work of employee and contract interpreters at assigned court locations to ensure adequate staffing; maintains and reviews staff attendance records; reviews and approves vacation and time-off requests; coordinates and implements vacation schedules; reviews and conducts attendance audits; conducts disciplinary investigations and represents the Court/unit in disciplinary hearings; plans, organizes, coordinates and schedules staff training; develops and implements training plans; conducts interviews of applicants; prepares work schedules; conducts new employee orientations.

Other Duties:

1. May occasionally interpret for court users when the needs of the Court require.
2. Prepares staff meeting agendas and minutes and conducts staff meetings.
3. Assesses equipment needs and prepares service requests and recommendations; prepares, reviews and approves purchase orders and requisitions.
4. Performs other court-related duties as assigned.

Knowledge of:

1. California statutes, rules of court and other requirements applicable to the provision of court interpretation services.
2. Interpreter ethics and standards as set forth in California Rules of Court, Rule 2.890 stipulating Professional Conduct of Interpreters, pertinent established court interpreter standards and principles, including AOC Professional Standards for Court Interpretation Manual.
3. General court procedures, practices, legal concepts and legal/forensic terminology and methods of accurately communicating these in English and non-English languages.
4. Legal courtesies and appropriate courtroom demeanor.
5. Office administrative practices and procedures, including recordkeeping and filing.
6. Principles and practices of customer service.
7. Principles and practices of sound business communication.
8. Correct English usage, including spelling, grammar and punctuation.
9. Principles and practices of effective supervision.

10. Court human resources policies and labor contract provisions.

Ability to:

1. Plan, schedule, supervise and monitor the work of interpreters assigned to one or more court locations; coordinate work with other units and sections to accomplish Court requirements.
2. Schedule and redeploy staff resources to meet interpreter needs in a timely, effective manner; establish and maintain staff and work schedules to meet coverage needs, ensuring that all statutory, rule and procedural requirements are met.
3. Train staff and monitor staff performance in meeting Court interpreter services needs and customer service expectations.
4. Understand and interpret a wide variety of specialized information, including codes, rules, policies, procedures, forms and legal terms, and accurately and impartially convey their meaning in English and non-English languages to train and assist interpreters and when personally providing interpreter services.
5. Conduct research and advise interpreters regarding regional and cultural variations in terminology and usage in non-English languages.
6. Identify technical and operational issues and opportunities, analyze problems and alternatives and develop sound conclusions and recommendations.
7. Prepare clear, concise and comprehensive correspondence, reports and other written materials.
8. Exercise sound independent judgment within general policy guidelines or within areas of assigned responsibility.
9. Organize and maintain records and files in accordance with regulations and standard office procedures.
10. Operate a computer using standard business software and operate other standard office equipment.
11. Work in an environment that includes frequent interruptions, simultaneous attention to multiple tasks and meeting legally-established deadlines.
12. Communicate clearly and effectively in English.
13. Use tact and diplomacy particularly when dealing with sensitive, complex and/or confidential issues, and situations and upset individuals.
14. Understand and respect limits of authority.
15. Maintain confidentiality of Court documents and records.

QUALIFICATIONS

Minimum Requirements:

A current, valid certificate as a certified or registered* Court Interpreter issued by the Judicial Council of California on behalf of the State of California; **-AND-** a minimum of five years of court interpreting experience as a full-time interpreter employee of a trial court.

***Certified or Registered Court Interpreter** - For information on how to become a certified or registered court interpreter and for a list of frequently asked questions, please visit the Judicial Council of California website at www.courts.ca.gov.

Licenses; Certificates; Special Requirements:

A valid California Class C driver's license or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

EXAMINATION INFORMATION

Part I: Consists of a qualifying evaluation of education, training and experience based upon submitted application materials and supplemental questionnaire. Applicants with the highest qualifications as determined by this evaluation process will be invited to participate in the examination process.

You must list and describe your experience separately by each PAYROLL TITLE. Specify the beginning and ending dates for each job. Do not group your experience. In describing your experience, please be clear and specific. Human Resources will not make assumptions regarding your experience.

Part II: Oral interview, weighted 100%, covering education, experience and general ability to perform the duties of the position.

Application and Filing Information:

Applications must be filed online. If you need help creating an online account or to learn how to apply online, please access the [Online Employment Application Guide](#).

Applications and supplemental questionnaire (if any) must be filled out completely. You must list and describe your experience separately by each PAYROLL TITLE; specify the beginning and ending dates for each job. Do not group your experience. In describing your experience, please be clear and specific. Human Resources will not make assumptions regarding your experience. A resume will not take the place of the application and/or supplemental questionnaire. Incomplete applications will be rejected.

What to Expect Next:

After the vacancy announcement closes and all applications have been reviewed, an electronic notification letter - or e-mail - will be sent within 30 business days, to applicants who provide an e-mail address. It is the candidate's responsibility to provide an accurate e-mail address as **ALL NOTIFICATIONS WILL BE SENT VIA E-MAIL**. Please add info@governmentjobs.com to your address book to avoid e-mails being filtered to spam mail.

The deadline for submitting applications online is 11:59 p.m. (P.S.T.) on the final filing date.

Questions regarding this posting may be e-mailed to mpenate@lasuperiorcourt.org.

APPLICATIONS MAY BE OBTAINED AND
FILED ONLINE AT:

<http://www.lasuperiorcourt.org>

OR

111 N. Hill Street, Rm. 203,
Los Angeles, CA 90012

EXAM #R9888A
SUPERVISING COURT INTERPRETER
MP

SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES
Employment Information

Web Address: www.lasuperiorcourt.org

Job Line: (213) 974-5444

Hearing impaired applicants with Telephone-Teletype equipment may leave typewritten messages by contacting us directly at (213) 893-0063.

APPLICATION: Applicants are required to complete the Superior Court of California Employment Application and, when required, a Supplemental Questionnaire, which must be submitted online no later than the final filing date and time. **E-MAILS, FACSIMILE COPIES OF APPLICATIONS AND POSTMARKS WILL NOT BE ACCEPTED.** Applications must be completed in sufficient detail and clarity to permit comprehensive review and evaluation. All selection requirements must be met at the time of filing.

ELIGIBILITY LIST: Persons who successfully pass the required examination(s) will have their names entered on an eligible list in descending score order. The highest ranking candidates will be given first consideration for hiring. Placement on the eligible list does not guarantee an offer of employment only that your candidacy will be considered as long as the list is valid. Eligible lists are normally valid for a year but may be extended or deactivated sooner to best meet the needs of the Court.

REASONABLE ACCOMMODATION: The Superior Court of California does not discriminate against persons with disabilities. Please advise the Human Resources Office if you require an accommodation to participate in the examination.

EMPLOYMENT ELIGIBILITY INFORMATION: In accordance with the Immigration Reform and Control Act of 1986, all persons hired after November 6, 1986, are required to present to the Court, at the time of appointment, original documents which show satisfactory proof of: 1) identity and 2) U.S. Citizenship or a legal right to work permanently in the United States. (C6117ED)

SALARIES: Appointments are generally made at first step of the salary range with advancement within the range upon satisfactory completion of the probationary period. Subsequent increases up to the top step of the salary range will occur annually upon receipt of satisfactory performance ratings or as otherwise dictated by established pay provisions. All salaries are subject to payroll deductions.

BENEFITS: Regular employees are eligible to receive a variety of benefits including health insurance, holiday and vacation leave, deferred compensation, mileage reimbursement, bilingual pay, evening and night shift salary differential and more. Additional insurance and benefits are available for management positions.

RETIREMENT: A retirement plan is provided to full-time employees. Court employees do not participate in Social Security. Employee contributions to the retirement system may be withdrawn upon separation from employment.

If the candidate is a "new member" of the County's defined benefit plan (LACERA) on or after January 1, 2013, that person's pension will be limited under the Public Employees' Pension Reform Act (PEPRA). For these purposes, a "new member" is someone who first becomes a member of LACERA on or after January 1, 2013 - that is, someone first employed by the County on or after December 1, 2012 - unless she or he established reciprocity with another public retirement system in which she or he was a member before January 1, 2013. For further information, visit lacera.com.

OATH OF ALLEGIANCE: All employees are required to take an oath of allegiance.

FINGERPRINTING AND SECURITY CLEARANCE: Employees are fingerprinted and must pass a criminal background check. Information obtained will be evaluated for compatibility with Court employment.

Any false statement or omission of material fact may cause forfeiture to employment rights. Information presented on employment applications, resumes, and during the examination process is subject to verification.

E-VERIFY: This organization participates in [E-Verify](#).

EMPLOYMENT PROTECTION: As of January 1, 2001, the Trial Court Employment Protection and Governance Act provides employment protection for almost all Court employees. Employees who have civil service hearing rights with the County of Los Angeles and who promote or transfer into a non-civil service position with the Court will lose their civil service hearing rights.

CHILD SUPPORT COMPLIANCE PROGRAM: In effort to improve compliance with court-ordered child, family, and spousal support obligations, certain employment and identification information (i.e., name, address, social security number and date of hire) is regularly reported to the State Directory of New Hires, which may assist in locating persons who owe these obligations. Family Code Section 17512 also permits the CSSD to request additional employment and identification information under specified circumstances. Applicants will not be disqualified from employment based on this information.

ZERO TOLERANCE OF WORKPLACE THREATS OR VIOLENCE: Superior Court Judicial Officers and Managers are committed to providing a safe work environment and prohibit any workplace threats, intimidation or harassment against, or by, any Court employees. Any reported threats will initiate necessary security measures and an investigation. The Superior Court also complies with the provisions of the Los Angeles County Employee Domestic Violence Assistance Program.

EQUAL OPPORTUNITY EMPLOYER: All positions are open to qualified men and women. Pursuant to Section 504 of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act of 1990, disabled persons who believe they need reasonable accommodation or help in order to apply for or perform the necessary duties of a position may contact the Recruitment & Selection Unit at (213) 974-5224. Hearing impaired applicants may contact California Relay at 1-800-7352922 to reach us at the above number or those with telephone-teletype equipment may leave type written messages by contacting us directly at (213) 893- 0063. A copy of Equal Employment Opportunity Plan (EEO) Short Form is available upon request at the Human Resources Administration.

E-MAILS, FACSIMILE COPIES OF APPLICATIONS AND POSTMARKS WILL NOT BE ACCEPTED. Applications must be completed in sufficient detail and clarity to permit comprehensive review and evaluation. All selection requirements must be met at the time of filing.

The provisions of this bulletin do not constitute a contract, expressed or implied, and any provisions contained in this bulletin may be modified or revoked without notice. The Court also reserves the right to change the selection process to be used and weights assigned to various parts of the examination at any time during the process of this recruitment. Candidates should not assume that their inclusion in the examination process or listing on the certification list guarantees appointment to Court vacancies.

Supervising Court Interpreter Supplemental Questionnaire

- * 1. **INSTRUCTIONS FOR ONLINE APPLICATIONS:** Only Online Applications will be accepted. The information you provide on this supplemental questionnaire will be evaluated and used to determine your eligibility to participate in the next phase of the examination process. Please be as specific as possible and include all information as requested. A resume, or a reference to **"see attached resume"** will not be accepted in lieu of the questionnaire. Incomplete responses, false statements, omission of a material fact or partial information, can result in disqualification from the examination process.

NOTE: When submitting an online application, each applicant must have his/her own e-mail address when setting up an account. Do not share your username and password with anyone. Each individual must establish their own account.

Please indicate "Yes" to show that you have read and understood the above statements. Please indicate "No" to show that you have read and understood the above statements and wish to voluntarily withdraw your application from the process.

☐ Yes

☐ No

- * 2. Do you possess a current, valid certificate as a certified or registered Court Interpreter issued by the Judicial Council of California on behalf of the State of California?

☐ Yes

☐ No

- * 3. If you answered "Yes" to question #2, please provide your certification or registration number and expiration date. If not applicable, enter N/A.

- * 4. Do you possess a minimum of five years of court interpreting experience **as a full-time interpreter employee of a trial court?**

☐ Yes

☐ No

- * 5. If you answered "Yes" to question #4, please describe in detail your court interpreting experience **as a full-time interpreter employee of a trial court.** If not applicable, enter N/A.

List the position title, unit and/or department, duties and responsibilities performed, dates of employment (ex. 01/01/03 -01/01/04) and the number of hours worked per week for each position.

Do not write "see attached resume".

- * 6. Have you completed college-level courses in business or public administration?

Please provide the name of the institution, the dates you attended and the college-level courses completed. **If not applicable, enter N/A.**

- * 7. Have you completed college-level courses in translation, interpreting, foreign language or any other relevant field?

Please provide the name of the institution, the dates you attended and the college-level courses completed. **If not applicable, enter N/A.**

- * 8. Do you have experience teaching a language, test preparation/evaluation for translation and

interpreting for the Administrative Office of the Courts (AOC)?

List the position title, unit and/or department, duties and responsibilities performed, dates of employment (ex. 01/01/03 -01/01/04) and the number of hours worked per week for each position.

Do not write "see attached resume". If not applicable, enter N/A.

* 9. Do you have supervisory experience?

☐ Yes

☐ No

* 10. If you answered "Yes" to question #9, please describe in detail your supervisory experience. If not applicable, enter N/A.

List the position title, unit and/or department, duties and responsibilities performed, dates of employment (ex. 01/01/03 -01/01/04) and the number of hours worked per week for each position.

Do not write "see attached resume".

* Required Question